

## **Transcript: Chris Sofield (deactivated)-6390885545361408-6140818641076224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Chris. How can I help you today? Yeah. This is Nolan calling from the ... office. I'm checking for the claim status .... Okay. So we cannot help with claim status. All... we are just an enrollment administrator. The only thing I can do is pull up your patient's file on our system, see who the insurance company is and give you their phone number for you to call them. Uh, what's the patient's- Mm-hmm. ... first and last name? Yeah. The first name of the patient that's going to be Brandon, spelled like B-R-A-N-D-O-N. And the last name's going to be Gilpin, spelled like G-I-L-P-I-N. So Brandon Gilpin, G-I-L-P-I-N? Mm-hmm. That's right. This person does not exist in our system. So I really wouldn't be able to help you. No worries. Thank you for your information. Have a wonderful day. Goodbye. Have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yeah. This is Nolan calling from the ... office. I'm checking for the claim status ....

Speaker speaker\_1: Okay. So we cannot help with claim status. All... we are just an enrollment administrator. The only thing I can do is pull up your patient's file on our system, see who the insurance company is and give you their phone number for you to call them. Uh, what's the patient's-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... first and last name?

Speaker speaker\_2: Yeah. The first name of the patient that's going to be Brandon, spelled like B-R-A-N-D-O-N. And the last name's going to be Gilpin, spelled like G-I-L-P-I-N.

Speaker speaker\_1: So Brandon Gilpin, G-I-L-P-I-N?

Speaker speaker\_2: Mm-hmm. That's right.

Speaker speaker\_1: This person does not exist in our system. So I really wouldn't be able to help you.

Speaker speaker\_2: No worries. Thank you for your information. Have a wonderful day. Goodbye.

Speaker speaker\_1: Have a good day.